



# NEWS

## United States Consulate General

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**FOR IMMEDIATE RELEASE**  
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### **U.S. Consulate General Now Offers Online Visa Information Web Service**

The U.S. Consulate General in Curacao is pleased to announce a new additional service to better meet the needs of visa applicants in the Netherlands Antilles and Aruba.

The U.S. Visa Information Web Service is provided to the public on behalf of the U.S. Consulate General in Curacao by Computer Sciences Corporation (CSC) effective June 25, 2010.

This service is available to the public 24 hours a day, from anywhere in the world. Applicants have two options now: the new online service for a \$10 fee and the current live telephone service with a customer service representative (001-602-567-9833) for a \$19 fee.

You may access the new web service at <https://www.usvisa-info.com/en/selfservice>.\*

Applicants are able to schedule an appointment for a nonimmigrant visa and obtain information regarding nonimmigrant and immigrant visas to the U.S. and all associated application requirements. This online service is available in addition to the current operator-based service to provide timely and accurate information to the public.

The fee for the online service is \$10.00 USD paid via the website using either Visa or MasterCard. After paying the fee, users receive a transaction number which permits applicants to access the site using their passport number, date of birth and nationality.

The web service allows each applicant to schedule an appointment one time and reschedule the same appointment up to two times on one transaction number. The web service also allows applicants to schedule up to 5 appointments *only* for immediate family members who reside in the same household. The web access expires one business day before the applicant's appointment. If no appointment is scheduled, or the appointment is cancelled, the web access expires 90 days from the date of purchase. The transaction fee for the Visa Information web service is non-refundable.

The following are some Frequently Asked Questions ([https://www.usvisa-info.com/en/selfservice/ss\\_FAQ](https://www.usvisa-info.com/en/selfservice/ss_FAQ))

**Q: How do I reschedule or cancel the appointment?**

A: To reschedule or cancel your appointment log in to the system using your passport number, date of birth and nationality prior to that date/time. Once logged in, select cancel or

reschedule from the options on the Applicant Summary page. Please check the deadline for making changes which appears on the confirmation screen and email you provided.

**Q: What happens if I cannot attend the interview on the appointment date? Can I give my appointment to someone else to attend instead?**

A: Please reschedule or cancel appointments as soon as you are aware of the conflict. You may not transfer your appointment to another person. Only the person(s) scheduled will be allowed to enter and attend the appointment. Another person cannot attend your appointment.

**Q: I have a complaint regarding the online service. How do I submit it?**

A: Send an inquiry by clicking on the "Contact Us" link on top of the web page. All queries must include the name of the country where the applicant is seeking a visa in the subject line.

\*Note: This site is best viewed with [Internet Explorer 7+](#) or [Firefox 3+](#).

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